



## Claims on UPS.com - Sellers



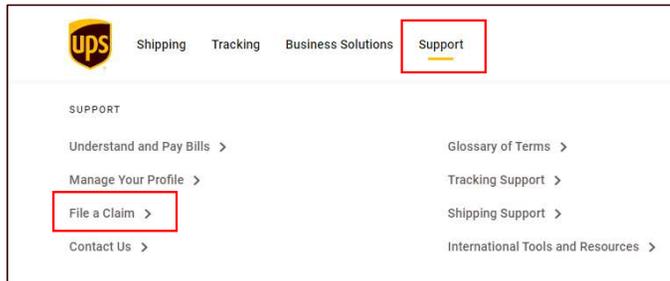
## **REGISTRATION**

# Registration for UPS.com User ID

Sellers: Support -> File a Claim

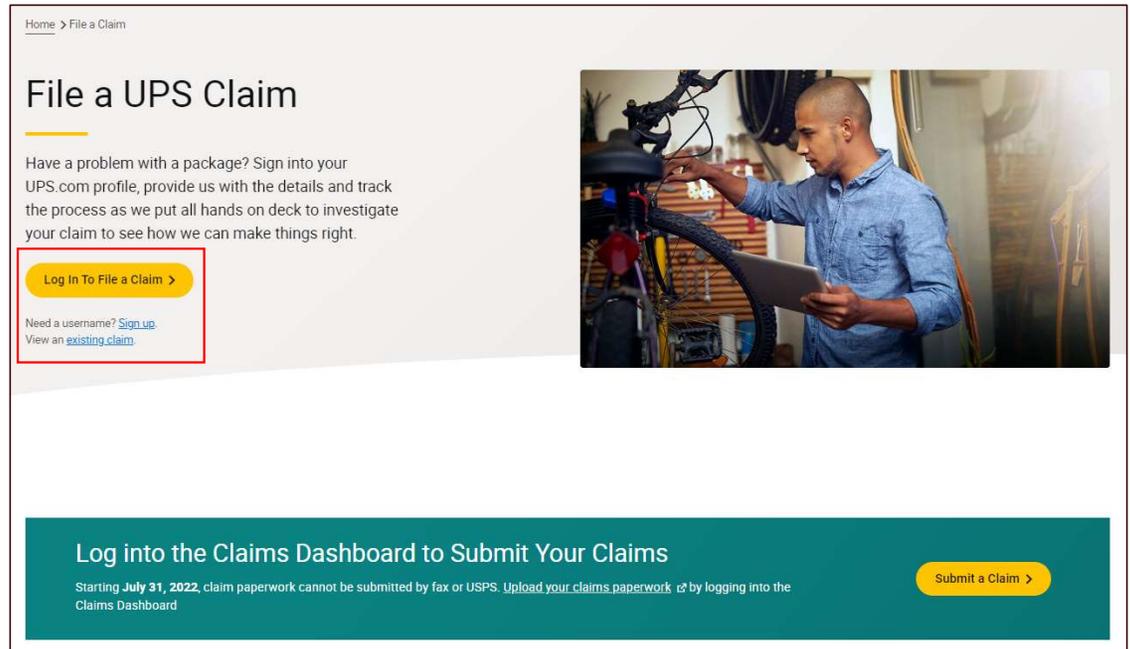
Navigate to [www.ups.com](http://www.ups.com)

Choose Support, File a Claim



**Tip:** The email address associated with your UPS profile must be the same as your registered eBay email address.

If you have an existing ID, log in to file a claim. Otherwise, select Sign up to register.



# Registration for UPS.com User ID

*Sellers: Support -> File a Claim*

Enter the required information →

Create a Username and Password →

Agree to the terms and conditions →

Sign Up →

## Sign Up

I agree to the UPS Technology Agreement and confirm I've been given enough time to read it and understand that it contains important terms about my use of UPS Technologies, like limiting UPS's liability and my agreement on how disputes between UPS and me will be handled. [View the UPS Technology Agreement](#)

**Sign Up >**

Or sign up using one of these sites.

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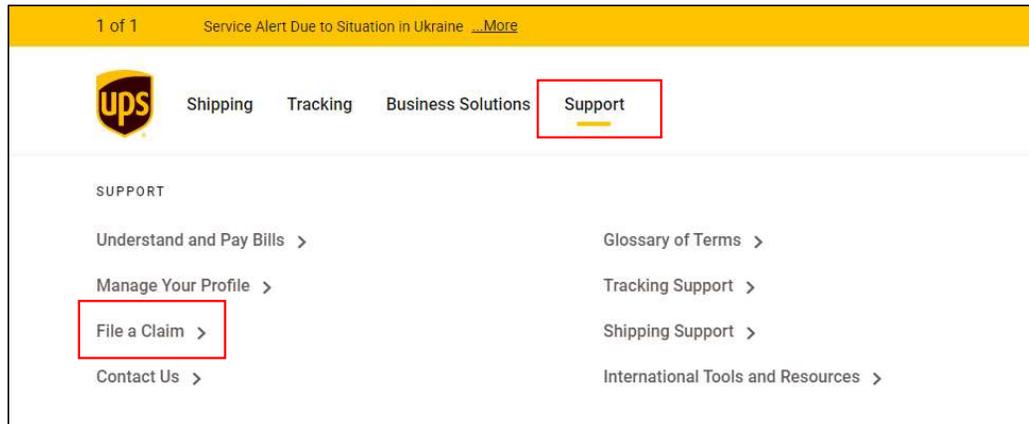
Already have a username?

**Log In >**

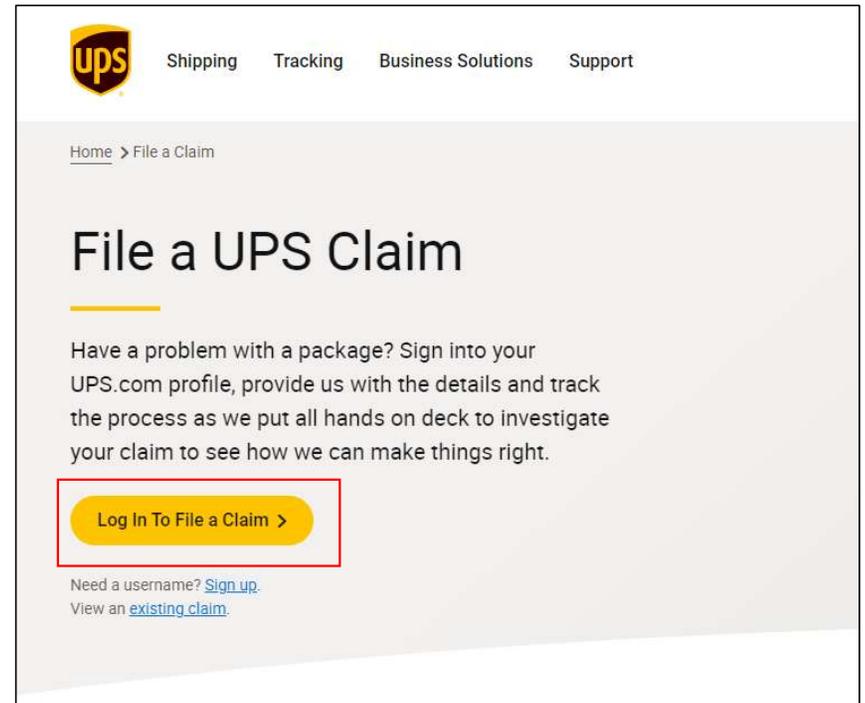
# Starting a Claim

*Sellers: Support -> File a Claim*

## Proceed to Support, File a Claim



## Select Log In To File a Claim





## **LOST PACKAGE FLOW**

# Lost Package Flow

*Sellers: Support -> File a Claim*

Start a New Claim or View claims dashboard

Enter package's 18-digit UPS tracking number (1ZXXXXXXXXXXXXXXXXXX), then click TAB

Select 'Shipper' from the list of possible roles.

Click 'Did you ship this package through a third-party eCommerce site?'

Enter email address, then click TAB

**It is critical this information is entered as it determines what you will see in the dashboard moving forward.**

Select 'This package is lost.'

The screenshot shows the 'Start a Claim' form with the following elements:

- Header: **Start a Claim**
- Link: [View claims dashboard.](#) (highlighted with a red box)
- Question: **What sort of claim would you like to submit?**
- Options:  Single Claim,  Batch file of multiple claims (minimum of 10, maximum of 1000)
- Section: **What you should know**
- Field: **UPS Tracking Number \*** (input field with placeholder 'UPS Tracking Number')
- Question: **Who are you in relation to the package? \***
- Options:  Shipper,  Receiver,  3rd party,  Channel partner
- Question:  **Did you ship this package through a third-party eCommerce site? \***
- Section: **Please provide email**
- Field: (input field with placeholder 'email@gmail.com')
- Question: **What problem are you trying to report? \***
- Options:  This package is lost.,  This package is damaged.,  Collect on Delivery (C.O.D.) was not paid.
- Buttons: **Next >** (yellow), [Cancel](#) (blue)

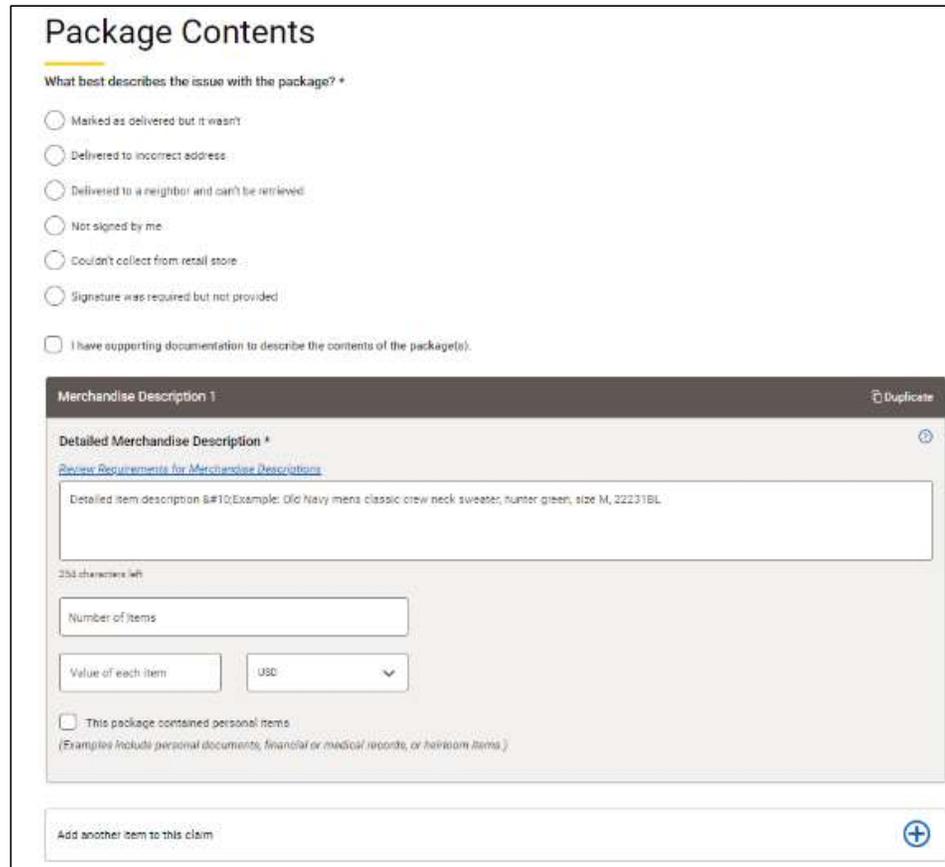
# Lost Package Flow

*Sellers: Support -> File a Claim*

Select the scenario that best describes why you can't locate the package. 

Enter package details: described the items lost, number of items lost, and value of each item. Check the box to indicate whether the package contained personal medical items or to provide additional documentation (e.g. an order confirmation, receipt, or invoice). 

Enter additional items for this claim here. 



The screenshot shows a web form titled "Package Contents". At the top, it asks "What best describes the issue with the package? \*". Below this are several radio button options: "Marked as delivered but it wasn't", "Delivered to incorrect address", "Delivered to a neighbor and can't be retrieved", "Not signed by me", "Couldn't collect from retail store", and "Signature was required but not provided". There is also a checkbox option: "I have supporting documentation to describe the contents of the package(s)".

Below the radio buttons is a section titled "Merchandise Description 1" with a "Duplicate" icon. Underneath is a "Detailed Merchandise Description \*" field with a "Review Requirements for Merchandise Descriptions" link. The text area contains the example: "Detailed item description &#10;Example: OIG Navy mens classic crew neck sweater, hunter green, size M, 22231BL". Below the text area, it shows "254 characters left".

There are input fields for "Number of items", "Value of each item", and a currency dropdown menu currently set to "USD". At the bottom of this section is a checkbox: "This package contained personal items (Examples include personal documents, financial or medical records, or heirloom items)".

At the very bottom of the form is a button labeled "Add another item to this claim" with a plus icon.

# Lost Package Flow

*Sellers: Support -> File a Claim*

Base transportation charges will be included with the cost of the item.

Shipping Charges will be the base amount originally paid to UPS to transport the items. The charges will not include costs for additional services (e.g., Signature Required).

If a replacement has not been sent, check 'No'

Total value of item(s) USD 95.00  
Plus Shipping Charges ⓘ

Has a replacement shipment been sent?

Yes

No

Reference # (optional)

Reference # (optional)

If a replacement has been sent, check 'Yes' and provide the tracking number of the replacement.

Has a replacement shipment been sent?

Yes

No

If a replacement shipment has been sent, please enter the Tracking Number below. This will help us expedite your request.

Tracking Number \*

Reference # (optional)

Reference # (optional)

# Lost Package Flow

*Sellers: Support -> File a Claim*

Fill out **alternate payment recipient** (e.g., the seller) with your name and address.

**This is very important to ensure the check is sent to correct responsible party.**

Add Alternate Payment Recipient

Country or Territory \*  
United States

Company Name

Contact Name \*

Address \*  
Street Address  
  
Apartment, suite, unit, building, floor, etc.  
  
Department, c/o, etc.

City \*

State \*  
Select One

ZIP Code \*

Fill out contact information for the claim if not populated.

Contact Information

Country or Territory \*  
United States

Name

Contact Name \*

Contact Name is required

Address \*  
Street Address  
  
Apartment, suite, unit, building, floor, etc.  
  
Department, c/o, etc.

City \*

State \*  
Select One

ZIP Code \*

Telephone \*

Ext.

# Lost Package Flow

*Sellers: Support -> File a Claim*

Include the mail, fax, or e-mail address(es) as additional contact point



I would like to be contacted about the outcome of my claim by \*

Mail

Fax

Email

Email \*

email@gmail.com

[+ Add secondary contact](#)

# Lost Package Flow

Sellers: Support -> File a Claim

Review and confirm details and **SUBMIT** lost package claim.

Please ensure the **Alternate Payment Recipient** information is filled in correctly. This ensures the responsible party will receive the check for the claim. →

### Review Claim

Shipping Details [Edit](#)

Shipped From\* Delivered To\*

EBAY INC

What best describes the issue with the package? [Edit](#)

Marked as delivered but it wasn't

Package Contents [Edit](#)

Merchandise Description	Number of Items	Cost per Item	Personal Items?
This is a test	1	100.00 USD	--

Merchandise Total: 100 USD  
Reimburse transportation charges? Yes  
Transportation Charges: 15 USD  
Total Amount Requested: 115 USD  
Replacement Shipped: No  
Shipper Phone Number:

Alternate Payment Recipient

Contact Information [Edit](#)

Primary Contact Preference: Email

Confirmation and Status Updates

Primary Email:

[Submit](#) [Cancel](#)



**DAMAGED PACKAGE**

# Damaged Package Flow

*Sellers: Support -> File a Claim*

Enter package's 18-digit UPS tracking number (1ZXXXXXXXXXXXXXXXXXX), then click TAB

Select 'Shipper' from the list of possible roles.

Click 'Did you ship this package through a third party eCommerce site?'

Enter email address, then click TAB

**It is critical this information is entered as it determines what you will see in the dashboard moving forward.**

Select 'This package is damaged.'

Select the option that best describes the situation. (If no, they will not be able to file the claim until the contents and packaging are available for inspection.)

**Start a Claim**

What you should know

UPS Tracking Number \*

Who are you in relation to the package? \*

Shipper

Receiver

3rd party

Channel partner

Did you ship this package through a third-party eCommerce site? ⓘ

Please provide email

What problem are you trying to report? \*

This package is lost.

This package is damaged.

Collect on Delivery (C.O.D.) was not paid.

Are both the contents and packaging available for inspection as they were delivered? \*

Yes

No

# Damaged Package Flow

Sellers: Support -> File a Claim

Enter package details: described the items damaged or missing, number of items and cost per item. Add additional items to the claim as needed.



Base transportation charges will be included with the cost of the item.

Shipping Charges will be the base amount originally paid to UPS to transport the items. The charges will not include costs for additional services (e.g., Signature Required).

### Package Contents

Are any items missing? \*

Yes

No

I have supporting documentation to describe the contents of the package(s).

#### Merchandise Description 1 Duplicate

Damaged or Missing Merchandise Description \*

[Review Requirements for Merchandise Descriptions](#)

Detailed item description &#10;Example: Old Navy mens classic crew neck sweater, hunter green, size M, 22231BL

254 characters left

1

95  USD

Add another item to this claim

Total value of item(s) **USD 95.00**  
Plus Shipping Charges [?](#)



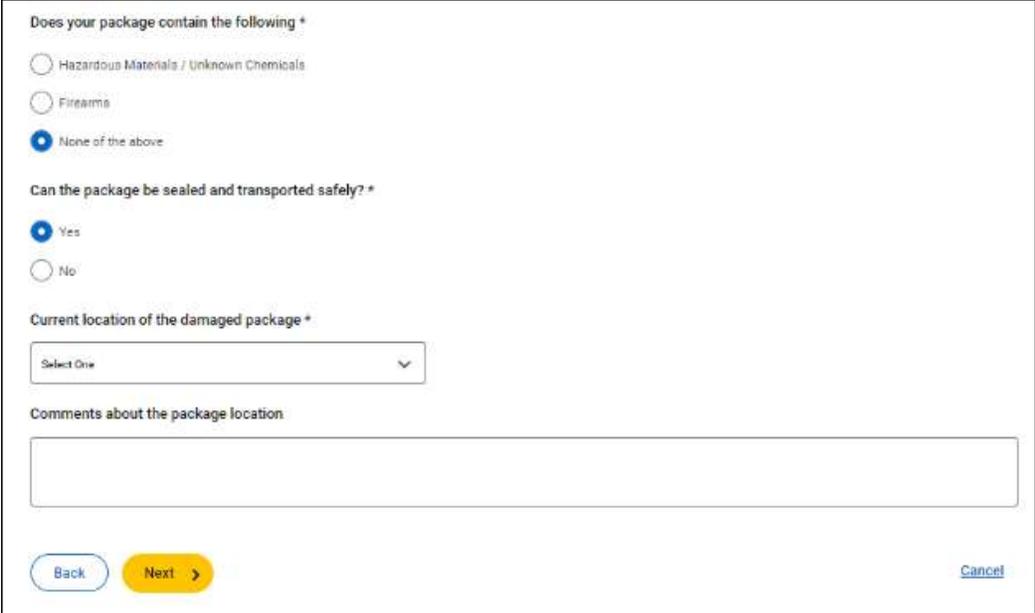
## Damaged Package Flow

*Sellers: Support -> File a Claim*

Indicate whether package contains firearms, hazardous materials, or unknown chemicals. 

Indicate whether package can be safely re-sealed and transported. 

Select the current location of the package



Does your package contain the following \*

Hazardous Materials / Unknown Chemicals

Firearms

None of the above

Can the package be sealed and transported safely? \*

Yes

No

Current location of the damaged package \*

Select One 

Comments about the package location

[Back](#) [Next >](#) [Cancel](#)

# Damaged Package Flow

Sellers: Support -> File a Claim

Click all that apply

Upload 7 Photos of your Package

(one photo for each category - uploading photos can be done within 10 days of filing)

Select package type information

Select package sealed

Select packaging material



### Damage Details

Condition of damaged item(s). Select all that apply. \*

<input type="checkbox"/> Dented	<input type="checkbox"/> Spotted
<input type="checkbox"/> Bent	<input type="checkbox"/> Shattered
<input type="checkbox"/> Cracked	<input type="checkbox"/> Torn
<input type="checkbox"/> Wet	<input type="checkbox"/> Puncture hole
<input type="checkbox"/> Crushed	<input type="checkbox"/> Soiled/stained
<input type="checkbox"/> Other (please specify)	<input type="checkbox"/> Scratched

Upload 7 Photos of your Package

Single Upload Batch Upload

↑ Damaged merchandise inside the box.

↑ Packaging material.

↑ Damaged item outside of the box.

↑ Shipping label with tracking number.

↑ Top and 2 sides of the box.

↑ Bottom and the opposite sides of the box.

↑ Box Manufacturer's Certificate (BMC)

(jpg, jpeg, gif, bmp, pdf, docx, png only, Maximum file size 10MB per image)  
By uploading documentation I agree to the [Claims and Photo Submission Terms](#)

Package type \*

Select One

Was there damage to the outside of the package?

How was the package sealed?

Select One

What material was used for packing? \*

Select One

Reference # (optional)

Reference # (optional)

# Damaged Package Flow

*Sellers: Support -> File a Claim*

Fill out **alternate payment recipient** (e.g., the seller) with your name and address.

**This is very important to ensure the check is sent to the correct responsible party.**

Add Alternate Payment Recipient

Fax Country or Territory \*

United States

Company Name

Contact Name \*

Address \*

Street Address

Apartment, suite, unit, building, floor, etc.

Department, c/o, etc.

City \*

State \*

Select One

ZIP Code \*

Fill out contact information for the claim if not populated with the correct information.

Contact Information

Country or Territory \*

United States

Name

Contact Name \*

Contact Name is required

Address \*

Street Address

Apartment, suite, unit, building, floor, etc.

Department, c/o, etc.

City \*

State \*

Select One

ZIP Code \*

Telephone \*

Ext.

## Damaged Package Flow

*Sellers: Support -> File a Claim*

Include the mail, fax, or e-mail address(es) as additional contact point



I would like to be contacted about the outcome of my claim by \*

Mail

Fax

Email

Email \*

email@gmail.com

[+ Add secondary contact](#)

# Damaged Package Flow

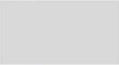
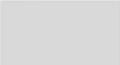
Sellers: Support -> File a Claim

Review and confirm details and **SUBMIT**.

### Review Your Claim.

[Shipping Details](#) [Edit](#)

Shipped From Delivered To

EBAY INC

[Package Contents](#) [Edit](#)

Are any items missing?:  
No

Merchandise Description	Number of Items	Cost per Item
This is a test	1	100.00 USD

Merchandise Total:  
100 USD

Reimburse transportation charges?:  
No

Total Amount Requested:  
100.00 USD

Does your package contain hazardous materials, unknown chemicals, or firearms?:  
No

Can the package be sealed and transported safely?:  
Yes

Current location of the damaged package:  
Recipient's Address

[Damage Details](#) [Edit](#)

Condition of damaged item(s):  
Dented

Package type:  
Box

Was there damage to the outside of the package?:  
Yes

How was the package sealed?:  
Tape

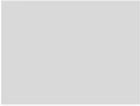
What material was used for packing?:  
Foam

 No photos were provided  
Please upload 7 photos within 10 days for claim processing

[Reference Information](#) [Edit](#)

Reference # (optional):

[Contact Information](#) [Edit](#)



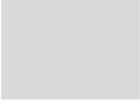
Primary Contact Preference: Email



Confirmation and Status Updates

Primary Email: 

Alternate Payment Recipient



[Submit](#) [Cancel](#)

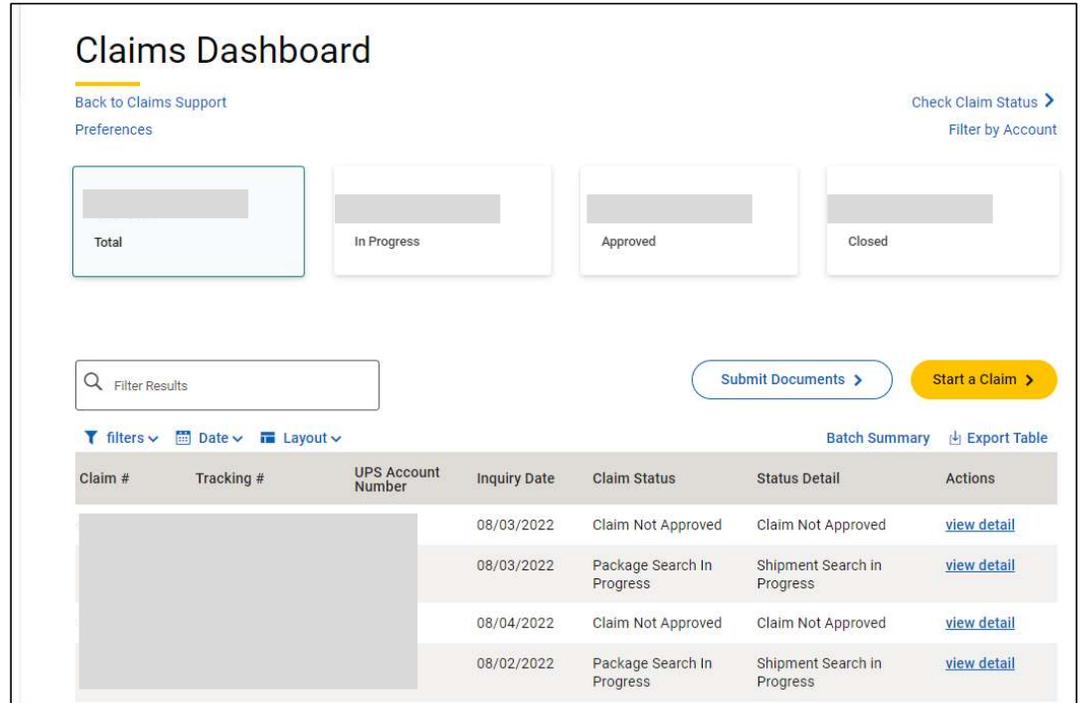
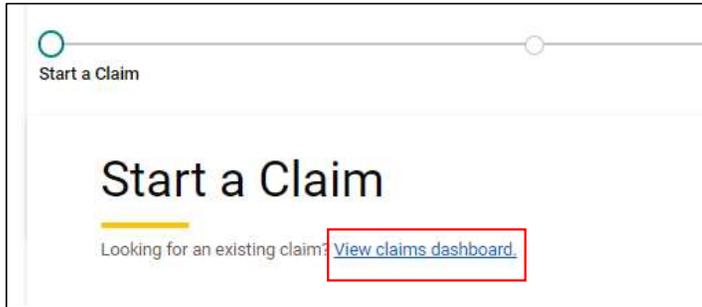


## **REVIEWING CLAIMS IN THE DASHBOARD**

# Dashboard Review

## Sellers: Claims Dashboard

Once a claim is submitted, you can access the Dashboard to follow the progress of the claim



# Dashboard Review

## Sellers: Claims Dashboard

The screenshot shows the 'Claims Dashboard' interface. At the top, there are links for 'Back to Claims Support' and 'Preferences', and a 'Check Claim Status' button with a right-pointing arrow. Below this is a 'Filter by Account' dropdown. The dashboard features four summary cards: 'Total', 'In Progress', 'Approved', and 'Closed'. A search bar labeled 'Filter Results' is positioned above a table. To the right of the search bar are 'Submit Documents' and 'Start a Claim' buttons. Below the search bar are filters for 'filters', 'Date', and 'Layout'. The table has columns for 'Claim #', 'Tracking #', 'UPS Account Number', 'Inquiry Date', 'Claim Status', 'Status Detail', and 'Actions'. The 'Actions' column contains 'view detail' links. Annotations with blue arrows point to these elements from text labels on the left and right.

**Annotations:**

- Set Preferences (points to 'Preferences')
- See Total Claims, In Progress, Approved and Closed (points to the summary cards)
- Quick filter by Claim # or Tracking # (points to the search bar)
- Clicking on the Headers will resort the data (points to the table headers)
- Check Claim Status by Entering the tracking number or claim number (points to 'Check Claim Status')
- Start a Claim (points to 'Start a Claim')
- Export the Data in view (points to 'Export Table')
- View detail of the claim (points to 'view detail')

Claim #	Tracking #	UPS Account Number	Inquiry Date	Claim Status	Status Detail	Actions
			08/03/2022	Claim Not Approved	Claim Not Approved	<a href="#">view detail</a>
			08/03/2022	Package Search In Progress	Shipment Search in Progress	<a href="#">view detail</a>
			08/04/2022	Claim Not Approved	Claim Not Approved	<a href="#">view detail</a>
			08/02/2022	Package Search In Progress	Shipment Search in Progress	<a href="#">view detail</a>

# View Detail

## Sellers: Detail View of Claim

When you View Detail on a Claim, depending on the Claim Status, you will have different options for uploading documents. You can always 'View Notification' for further explanations

1. Claim Issued – Upload Payment Documents
2. Claim Not Approved – Dispute Claim
3. Package Search in Progress – Upload Supporting Documents
4. Damage Under Review – Upload Supporting Documents

1

Claim Information	
Check Claim Status:	Claim Issued
Status Detail	Claim Issued
Inquiry Date	08/04/2022
Claim Notification	<a href="#">View Notification</a>

[Upload Payment Document](#)

2

Claim Information	
Claim Number	[REDACTED]
Check Claim Status:	Claim Not Approved
Status Detail	Claim Not Approved
Inquiry Date	08/03/2022
Claim Notification	<a href="#">View Notification</a>
Claim Type	DAMAGE

[Dispute this Claim](#)

3

Claim Information	
Check Claim Status:	Package Search In Progress
Status Detail	Shipment Search in Progress
Inquiry Date	08/03/2022
Claim Type	LOSS
Role of Initiator	Reported by Consignee
Attached Documents	0

[Upload Supporting Documents](#)

4

Claim Information	
Check Claim Status:	Damage Under Review
Status Detail	Damage Under Review
Tracking Number	[REDACTED]
Claim Type:	DAMAGE

Merchandise Description	Number of Items	Cost per Item
[REDACTED]	1	[REDACTED]
[REDACTED]	1	[REDACTED]

Attached Documents: 12

[View Attached Documents](#)  
[Upload Supporting Documents](#)



**CLAIM ISSUED – DAMAGED  
PACKAGE**

# View Detail – Claim Issued – Damaged Package

*Sellers: Upload Payment Document*

Claim Issued status requires the Upload Payment Document

Select View Detail



Claim #	Tracking #	UPS Account Number	Inquiry Date	Claim Status	Status Detail	Actions
[REDACTED]	[REDACTED]	[REDACTED]	08/02/2022	Claim Issued	Claim Issued	<a href="#">view detail</a>

Choose Upload Payment Document



## Claim Detail

**UPS Next Steps**  
We will send a Claim Form to the shipper.

**Your Next Steps**  
If you have not yet provided your supporting documents to UPS, please do so now. You may send them online. Instructions are provided on the Claim Form. If you do not have a Claim Form you can download and print one by selecting Update Claim and Submit Documents below.  
[View My Dashboard](#)

**Claim Information**

<b>Claim Number</b>	[REDACTED]
<b>Check Claim Status:</b>	Claim Issued
<b>Status Detail</b>	Claim Issued
<b>Inquiry Date</b>	08/02/2022
<b>Claim Notification</b>	<a href="#">View Notification</a>
<b>Claim Type</b>	DAMAGE
<b>Role of Initiator</b>	Reported by Others
<b>Attached Documents</b>	0

**Note:** Before you upload payment documents, click on 'Update this Claim' at the bottom of the page to verify that all information is complete and accurate.

**Reference Number** [REDACTED]

[Upload Payment Document](#)

# View Detail – Claim Issued – Damaged Package

Sellers: Upload Payment Document

Select the box to agree to the technology agreement. Then choose Next.

### Upload Payment Documents

Use the fields below to identify your package. Please note that any claims submitted here will not be reflected in your Claims on ups.com dashboard

[View My Dashboard](#)

\* Indicates required field

Claim Number \*

  
  
UPS Shipping Account Number \*  
  
What is your relationship to this package? \* [Help](#)

I am the shipper of this package

I am the recipient of this package

I am a 3rd party

I am a Channel Partner

By selecting this box you agree to the [UPS Technology Agreement](#) \*

Next >

Update the required information.

Check the box for Reimburse transportation charges.

Choose Next

### Update Claim Information

Please review the information carefully and update, if necessary, to complete the claim.

\* Indicates required field

Package Information

Tracking Number:

Ship Date: 07/28/2022

Service: 004

Weight: 10 LBS

Number of Packages: 1

Shipping Label Information

Shipped From:

Shipped To:

Claim Information

Claim Number:

Date Reported: 08/02/2022

Damage Information

**Damaged or Missing Merchandise Description\***

Please provide as much detail as possible. For example, Women's Reebok Polo Shirt, New, Pink, size M

  
  
Number of Items \* 

Currency \*

Cost per Item \*

[+ Add Another Merchandise Description](#)

Reimburse transportation charges

Back Next > Cancel

# View Detail – Claim Issued – Damaged Package

Sellers: Upload Payment Document

Confirm all the information is accurate and choose Submit.

### Update Claim Information

Please review the information carefully and update, if necessary, to complete the claim.  
*\* Indicates required field*

**Package Information**  
Tracking Number: [REDACTED]  
Ship Date: 07/28/2022  
Service: 004  
Weight: 10 LBS  
Number of Packages: 1

**Shipping Label Information**  
Shipped From: [REDACTED] Shipped To: [REDACTED]

**Claim Information**  
Claim Number: [REDACTED]  
Date Reported: 08/02/2022

Damage Information [Edit](#)

MERCHANDISE DESCRIPTION	NUMBER OF ITEMS
Test	1

Merchandise Total: 10 USD  
Reimburse Transportation Charges: Yes  
Transportation Charges: 8.00 USD  
Total Amount Requested: 18 USD

[Submit >](#) [Cancel](#)



**CLAIM ISSUED – LOSS  
PACKAGE**

# View Detail – Claim Issued – Loss Package

*Sellers: Update Claim*

Claim Issued – Loss Package requires updated information in order to process the claim

Select View Detail



Claim #	Tracking #	UPS Account Number	Inquiry Date	Claim Status	Status Detail	Actions
[REDACTED]	[REDACTED]	[REDACTED]	08/02/2022	Claim Issued	Claim Issued	<a href="#">view detail</a>

### Claim Detail

**UPS Next Steps**  
We will send a Claim Form to the shipper.  
**Your Next Steps**  
If you have not yet provided your supporting documents to UPS, please do so now. You may send them online. Instructions are provided on the Claim Form. If you do not have a Claim Form you can download and print one by selecting Update Claim and Submit Documents below.

[View My Dashboard](#)

**Claim Information**

Check Claim Status:	Claim Issued	
Status Detail	Claim Issued	
Inquiry Date	08/02/2022	<a href="#">Upload Payment Document</a>
Claim Notification	<a href="#">View Notification</a>	
Claim Type	LOSS	
Role of Initiator	Reported by Consignee	
Attached Documents	0	

Note: Before you upload payment documents, click on 'Update this Claim' at the bottom of the page to verify that all information is complete and accurate.

**Reference Number**

Merchandise Description	Number of Items	Cost per Item
[REDACTED]	1	[REDACTED]

**Payment Information**

Claim Amount [REDACTED]

'Your Next Steps' describe what action needs to be taken.

Choose Update this Claim to update the information.

**Payment Information**

Claim Amount [REDACTED]

**Shipment Information**

Tracking Number [REDACTED]

Packages in Shipment 1

Ship Date 07/18/2022

Weight 9.4 LBS

UPS Account Number [REDACTED]

Shipped From [REDACTED]

Shipped To [REDACTED]

Return To [REDACTED]

[Update this Claim](#)

[Cancel this Claim](#)

[Back](#)

# View Detail – Claim Issued – Loss Package

*Sellers: Update Claim*

Ensure all merchandise is listed and answer if a replacement shipment has been sent, then choose Save.

## Update Claim

[View My Dashboard](#)

Claim Number: [REDACTED]  
UPS Account Number: [REDACTED]  
Tracking Number: [REDACTED]

Package Details \*

Merchandise Description 1 Edit Duplicate

Detailed Merchandise Description: [REDACTED]  
Number of Items: 1  
Currency: USD  
Cost per Item: [REDACTED]

Add another item to this claim +

Has a replacement shipment been sent?

Yes  
 No

Save > Cancel

# View Detail – Claim Issued – Loss Package

## Sellers: Upload Payment Document

If you choose Upload Payment Document, you may be asked to Add Claims Documents. You can also download a copy of the Claim Payment Form here to upload later.

### Claim Detail

**UPS Next Steps**  
We will send a Claim Form to the shipper.

**Your Next Steps**  
If you have not yet provided your supporting documents to UPS, please do so now. You may send them online. Instructions are provided on the Claim Form. If you do not have a Claim Form you can download and print one by selecting Update Claim and Submit Documents below.

[View My Dashboard](#)

**Claim Information**

Check Claim Status:	Claim Issued
Status Detail	Claim Issued
Inquiry Date	08/02/2022
Claim Notification	<a href="#">View Notification</a>
Claim Type	LOSS
Role of Initiator	Reported by Consignee
Attached Documents	0

Note: Before you upload payment documents, click on 'Update this Claim' at the bottom of the page to verify that all information is complete and accurate.

**Reference Number**

Merchandise Description	Number of Items	Cost per Item
	1	

**Payment Information**

Claim Amount	
--------------	--

[Upload Payment Document](#)



### Add Claim Documents

[View My Dashboard](#)

To process your claim, you will need to provide supporting documentation that shows the lesser of actual cost, cost to repair or replace the merchandise such as:

- invoice / receipt
- purchase order
- repair bill / estimate
- damage photos

Submission of required documents does not guarantee approval or payment of claim.

Note: UPS accepts .JPG, .JPEG, .TIF, .TIFF, .BMP, .PDF, .DOC, .DOCX, and .PNG file formats. You must provide at least one document to complete submission.

Tracking Number: [Redacted]  
Check Claim Status: Claim Issued

**What is your relationship to this package? \*** [Help](#)

- I am the shipper of this package
- I am the recipient of this package
- I am a 3rd party
- I am a Channel Partner

Payment Documents(0)

[Upload Payment Document](#)

You can [download a copy of the claim payment form](#) to update and upload, or submit your own.

[Submit >](#) [Cancel](#)

# View Detail – Claim Issued – Loss Package

Sellers: Upload Payment Document

Select the box to agree to the technology agreement. Then choose Next.

### Upload Payment Documents

Use the fields below to identify your package. Please note that any claims submitted here will not be reflected in your Claims on ups.com dashboard [View My Dashboard](#)

\* Indicates required field

Claim Number \*

UPS Shipping Account Number \*

What is your relationship to this package? \* [Help](#)

I am the shipper of this package

I am the recipient of this package

I am a 3rd party

I am a Channel Partner

By selecting this box you agree to the [UPS Technology Agreement](#) \*

[Next >](#)

Update the required information.

Check the box for Reimburse transportation charges.

Choose Next

### Update Claim Information

Please review the information carefully and update, if necessary, to complete the claim.

\* Indicates required field

Package Information

Tracking Number:

Ship Date: 07/28/2022

Service: 004

Weight: 10 LBS

Number of Packages: 1

Shipping Label Information

Shipped From:

Shipped To:

Claim Information

Claim Number:

Date Reported: 08/02/2022

Damage Information

**Damaged or Missing Merchandise Description\***

Please provide as much detail as possible. For example, Women's Reebok Polo Shirt, New, Pink, size M

Number of Items \*

Currency \*

Cost per Item \*

[+ Add Another Merchandise Description](#)

Reimburse transportation charges

[Back](#) [Next >](#) [Cancel](#)

# View Detail – Claim Issued – Loss Package

Sellers: Upload Payment Document

Confirm all the information is accurate and choose Submit.

### Update Claim Information

Please review the information carefully and update, if necessary, to complete the claim.  
*\* Indicates required field*

**Package Information**  
Tracking Number: [REDACTED]  
Ship Date: 07/28/2022  
Service: 004  
Weight: 10 LBS  
Number of Packages: 1

**Shipping Label Information**  
Shipped From: [REDACTED] Shipped To: [REDACTED]

**Claim Information**  
Claim Number: [REDACTED]  
Date Reported: 08/02/2022

Damage Information [Edit](#)

MERCHANDISE DESCRIPTION	NUMBER OF ITEMS
Test	1

Merchandise Total: 10 USD  
Reimburse Transportation Charges: Yes  
Transportation Charges: 8.00 USD  
Total Amount Requested: 18 USD

[Submit >](#) [Cancel](#)



**CLAIM NOT APPROVED**

# Claim Not Approved

*Sellers: View Detail for further information*

Choose View Detail



Claim #	Tracking #	UPS Account Number	Inquiry Date	Claim Status	Status Detail	Actions
[REDACTED]	[REDACTED]	[REDACTED]	08/04/2022	Claim Not Approved	Claim Not Approved	<a href="#">view detail</a>

The Claim Detail provides Next Steps  
View Notification to get details on the inspection



### Claim Detail

**UPS Next Steps**  
We have inspected the package. The claim is not approved.

**Your Next Steps**  
Please Contact UPS if you need more help. You can also learn about preventing damages.

[View My Dashboard](#)

**Claim Information**

Claim Number	[REDACTED]
Check Claim Status:	Claim Not Approved
Status Detail	Claim Not Approved
Inquiry Date	08/04/2022
Claim Notification	<a href="#">View Notification</a>
Claim Type	DAMAGE
Role of Initiator	Reported by Shipper
Attached Documents	9 <a href="#">View Attached Documents</a>

Note: Before you upload payment documents, click on 'Update this Claim' at the bottom of the page to verify that all information is complete and accurate.

Reference Number

You can Dispute this Claim by choosing the option at the bottom of the page



Merchandise Description	Number of Items	Cost per Item
[REDACTED]	1	[REDACTED]

Payment Information

Claim Amount	0.00 USD
--------------	----------

Shipment Information

Tracking Number	[REDACTED]
Packages in Shipment	1
Ship Date	07/05/2022
Weight	29 LBS
UPS Account Number	[REDACTED]
Shipped From	[REDACTED]
Shipped To	[REDACTED]
Return To	[REDACTED]

[Dispute this Claim](#)

[Back](#)

# Claim Not Approved

*Sellers: View Notification for detailed information regarding the inspection / claim*

## Choose View Notification

### Claim Detail

**UPS Next Steps**  
We have inspected the package. The claim is not approved.

**Your Next Steps**  
Please [Contact UPS](#) if you need more help. You can also learn about [preventing damages](#).  
[View My Dashboard](#)

**Claim Information**

Claim Number	[REDACTED]
Check Claim Status:	Claim Not Approved
Status Detail	Claim Not Approved
Inquiry Date	08/04/2022
Claim Notification	<a href="#">View Notification</a>
Claim Type	DAMAGE
Role of Initiator	Reported by Shipper
Attached Documents	9 <a href="#">View Attached Documents</a>

Note: Before you upload payment documents, click on 'Update this Claim' at the bottom of the page to verify that all information is complete and accurate.

Reference Number

The notification describes the results of the inspection.

August 4, 2022  
Page 1 of 1



ATTN : [REDACTED]  
PHONE : [REDACTED]

SHIPMENT FROM: [REDACTED]

SHIPMENT TO: [REDACTED]

Pickup Date.....07/05/22      Number of Parcels.....1  
Weight.....29 LBS      Tracking Identification Number [REDACTED]  
Merchandise.....1 OF 1 [REDACTED]

The contents contained in the package described above were damaged. We regret any inconvenience this may have caused you or your consignee.

The complete contents have been kept by the consignee.

When damage occurs, UPS inspects the package and evaluates the packaging according to our packaging guidelines which include the International Safe Transit Association (ISTA) 3A Test Procedures for small parcel delivery shipments, published by the ISTA. Your packaging did not meet these guidelines. UPS is not liable or responsible for loss or damage to any package from improper packaging.

The evaluation revealed the following deficiencies in the packaging that was for this shipment.

- The kraft paper used for cushioning did not adequately protect the merchandise.
- Recommendation: Use small cell bubble sheeting with 1/4-inch-tall (0.64 cm) air bubbles. Include several layers to ensure that the entire product is cushioned, and pay close attention to protecting corners and edges. When packing multiple items, wrap each item separately. Fragile items need separation from each other, and from the corners, sides, top, and bottom of the box. Each item should be surrounded by at least two inches (5.08 cm) of sheeting and placed two inches (5.08 cm) away from the box walls.

To help avoid this problem in the future, we would be pleased to offer additional suggestions for improved packaging.

Please visit us at [http://www.ups.com/packaging?loc=en\\_US](http://www.ups.com/packaging?loc=en_US) for additional information.

# Claim Not Approved

*Sellers: Dispute the Claim*

## Choose Dispute Claim

Merchandise Description	Number of Items	Cost per Item
[REDACTED]	1	[REDACTED]

Payment Information

Claim Amount 0.00 USD

Shipment Information

Tracking Number [REDACTED]

Packages in Shipment 1

Ship Date 07/05/2022

Weight 29 LBS

UPS Account Number [REDACTED]

Shipped From [REDACTED]

Shipped To [REDACTED]

Return To [REDACTED]

**Dispute this Claim**

Back

Select the Reason for the Dispute and Enter all required information.

## Dispute Claim

[View My Dashboard](#)

Claim Number [REDACTED]

UPS Account Number [REDACTED]

Tracking Number [REDACTED]

Reason for Dispute \*

Select One

- Select One
- The claim amount paid was not correct
- The shipping charges were not reimbursed
- I do not agree with the damage claim being denied
- Acknowledgement of package receipt is in error
- The goods shipped to me for the Lost Package Investigation are not correct
- Other

Name \*

Telephone \*

Telephone Country or Territory \*

United States

Email \*

Submit >

Choose Submit



**CLAIM NOT APPROVED –  
INSUFFICIENT  
MERCHANDISE  
DESCRIPTION**

# Claim Not Approved

Sellers: View Detail for further information

Choose View Detail



Claim #	Tracking #	UPS Account Number	Inquiry Date	Claim Status	Status Detail	Actions
			08/08/2022	Claim Not Approved - Insufficient Merchandise Description	Investigation closed, insufficient merchandise description to complete searches	<a href="#">view detail</a>

The Claim Detail provides Next Steps

View Notification to get details on this claim

## Claim Detail

**UPS Next Steps**  
This claim is not approved. More information, if available, is shown below.

**Your Next Steps**  
Please Contact UPS to provide more details that could assist with your claim.

[View My Dashboard](#)

**Claim Information**

Check Claim Status:	Claim Not Approved - Insufficient Merchandise Description
Status Detail	Investigation closed, insufficient merchandise description to complete searches
Inquiry Date	08/08/2022
Claim Notification	<a href="#">View Notification</a>
Claim Type	LOSS
Role of Initiator	Reported by Consignee
Attached Documents	0

Note: Before you upload payment documents, click on 'Update this Claim' at the bottom of the page to verify that all information is complete and accurate.

Reference Number

August 9, 2022  
Page 1 of 1

ATTN : [Redacted]  
PHONE : [Redacted]

**DELIVERY NOTIFICATION**  
INQUIRY FROM: [Redacted]

SHIPMENT TO: [Redacted]

Pickup Date: 06/09/22      Number of Parcels: 1  
Tracking Identification Number: [Redacted]  
Merchandise: [Redacted]

UPS was notified that your package has been lost in-transit, and as a result a lost package investigation has been initiated.

Additional information is needed to assist us in locating your package. Please visit UPS at [ups.com/claims](https://ups.com/claims) as soon as possible with a detailed description for all contents contained in the package.

Be prepared to provide detailed information such as the brand of the merchandise, condition, model/serial numbers, color, size, presence of logos, etc.

For example:

- Women's Reebok Polo Shirt, New, Pink, Size M
- Nike Air Men Running Shoes, Red and White, Size 12
- Vitamin C supplements, 90 count, Brand: Vitacost
- Used Cooper Tire, Size 235/75R15
- Paperback Book: *Lean Six Sigma* by Michael L. George

Once we have received this information, the lost package investigation will be conducted. We apologize for any inconvenience this may have caused.

Dispute the Claim to Reopen

Merchandise Description	Number of Items	Cost per Item
[Redacted]	1	[Redacted]

Payment Information

Claim Amount: [Redacted]

Shipment Information

Tracking Number: [Redacted]

Packages in Shipment: 1

Ship Date: 06/09/2022

Weight: 0 LBS

UPS Account Number: [Redacted]

Shipped From: [Redacted]

Shipped To: [Redacted]

Return To: [Redacted]

[Dispute this Claim](#)

[Back](#)